

RESIDENTS' RIGHTS

As a resident in this facility, you have rights guaranteed to you by state and federal laws.

This facility is required to protect and promote your rights.

Your rights strongly emphasize

individual dignity and

self-determination,

promoting your

independence

and enhancing your

quality of life.

You have the right to exercise all of your rights free from interference, coercion, discrimination or reprisal.



State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015

website <http://longtermcare.state.wi.us>
email boaltc@ltc.state.wi.us

This is a summary of **Nursing Home Residents' Rights**. For a detailed brochure, or for information on how an **Ombudsman** can assist you, please call:



DIGNITY

You have the right:

- To be valued as an individual, to maintain and enhance your self-worth
- To be treated with courtesy, respect and dignity, free from humiliation, harassment or threats
- To be free from physical, sexual, mental, verbal and financial abuse
- To be free from chemical and physical restraints and involuntary seclusion

PRIVACY

You have the right:

- To personal privacy during care and treatment
- To confidentiality concerning your personal and medical information
- To private and unrestricted visits with any person of your choice, in person and by telephone
- To send and receive mail without interference

GRIEVANCES

You have the right:

- To voice grievances about care or services without discrimination or reprisal
- To expect the facility to promptly investigate and try to resolve your concerns
- To contact the Ombudsman to advocate on your behalf, free from discrimination or reprisal, if you feel any of your rights have been violated

ACCESS

You have the right:

- To be fully informed, both orally and in writing, of your rights and the facility's rules before admission and during your stay in the facility
- To be fully informed of the services available and related costs
- To not provide a third party guarantee of payment
- To be informed and to receive assistance in accessing all of your benefits through Medicare or Medicaid
- To equal access to quality care for all residents
- To be told in advance about care and treatment, including all risks and benefits
- To look at your records and receive copies at a reasonable cost
- To have reasonable access to any personal funds held for you by the facility
- To retain and use personal possessions
- To receive notice in advance of any plans to change your room or roommate
- To organize and participate in a Resident Council and for your family to organize and participate in a Family Council
- To participate in social, religious and community activities, including the right to vote
- To read the results of the most recent State or Federal inspection survey and the facility's plan to correct any violations
- To contact your Ombudsman, or the State survey agency, or any advocate or agency of your choosing

TRANSFER OR DISCHARGE

You have the right:

- To remain in the facility unless there is a valid, legal reason for your transfer or discharge
- To receive a 30 day written notice with the reason for the transfer or discharge, including appeal rights and information
- To have a planning conference at least 14 days prior to the transfer or discharge
- To receive assistance to assure a safe transfer
- To be offered to hold your bed if your transfer is temporary, such as for hospitalization or therapeutic leave

SELF-DETERMINATION

You have the right:

- To be offered choices and allowed to make decisions important to you
- To expect the facility to accommodate individual needs and preferences
- To participate in the planning of your care and services
- To self-administer medications
- To accept or refuse care and treatment
- To choose your health care providers, including your doctor and pharmacy
- To manage your own personal finances, or to be kept informed of your finances if you choose to let someone else manage them for you
- To refuse to perform work or services for the facility